Lynda Balchelor Barker, RDR

200056

Listed below are basic employee competencies. Consider the employee's performance in each of these

ire	as,	and note strengths and opportunities for improvement. Cite as many examples as possible.
I	``u	stomer Service (external & internal)
	ь) ч)	Follows the PACE expectations: • Greets the customer: smiles, acknowledges, and makes eye contact (SAM) • Offers assistance • Offers to escort the Customers to the product • Stays with or helps the Customer until (s)he is satisfied • Thanks the Customer Exhibits Q-behaviors: Indicate hereigness.
	c)	• Follows through completely • Responds with noticeable urgency • Turns a negative into a positive • Goes out of his or her way for a Customer • Is courteous Has developed the Q- and PACE behaviors of direct reports
		Outstanding Y Very Good Meets Expectations Needs Improvement New & Learning Unsatisfactory
2.	Co	ommitment to Employees
	3 5 5 6 6 6 6 6 6 7	Treats all employees the way we want our Customers treated— Cup Learborth positive! Accepts feedback positively Offers feedback positively; keeps criticism constructive Helps others willingly when a cooperative effort is required— A ware A - Care Recognizes and gives Q-cards to others for quality service Avoids and discourages gossiping and negative comments
		Outstanding Uvery Good Meets Expectations Needs Improvement New & Learning Unsatisfactory
3.	C	ommitment to Excellence _nyva is learning her = new Job. Man
	a) ;; d) e) fi	Behaves in alignment with corporate policies Addresses problems by seeking positive solutions Is open to change and views change as positive Actively seeks out information needed to do the job Takes responsibility for quality of his or her work Exhibits a high degree of personal integrity, honesty and fairness at all times.
		Outstanding U Very Good Meets Expectations U Needs Improvement U New & Learning Unsatisfactory
4.	a) b) c)	Looks ahead Sets standards of performance for self and direct reports Makes and follows plans throughout long-range programs and day-to-day activities operations Outstanding Very Good Meets Expectations Needs Improvement New & Learning Unsatisfactory
Э.	a) b) c)	Develops work systematically and effectively to take best advantages of skills available Establishes clear lines of responsibility and authority for self and direct reports Delegates authority to act and make decisions appropriately
		I Outstanding □ Very Good □ Meets Expectations □ Needs Improvement -□ New & Learning □ Unsatisfactory
6	. c	controlling
	a) b)	Initiates and maintains the systems and procedures required to control departmental activities so as to achieve desired results
		Outstanding U Very Good Weets Expectations U Needs Improvement U New & Learning U Unsatisfactory
		Annual France
F	`2	Salaried and Hourly Management Employee Performance Appraisal Form MJ Exhibit 13 Page 2 of 7

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7/	<u> </u>		. mrk								
/ . \	a) b) c)	Is open-minded	expressing self co and listens willing lying to requests/in	ly —z Be aquiries	more of Bear top	en minde of OVS, Co	d./think ; Woodin 14	on of the	_] Unsatisfactor	.
0	10	adership					Myn	iais a .	effecti	e leaden	
0.	a) b)	Demonstrates le	eadership and abilitation and total effo	ty to unders	stand individu workers	val difference	es in getting v	Work Going thro	ugh peopl	2em .	
		Outstanding	☐ Very Good	Meets E	xpectations	☐ Needs Im	provement	☐ New & Les	erning	☐ Unsatisfacto	ry
9.	a) b) c)	Demonstrates ti	nents ill work in compar he ability to handle including that of	and priorit	ize multiple ts, that reflec	assignments ts conviction	tor dramity a	nd accuracy >	good qu		
		Outstanding	☐ Very Good	Meets E	xpectations	☐ Needs In	provement	☐ New & Le	arning	Unsatisfacte	ory
10	a) b) c)	Demonstrates of Grasps new site	d Imagination creativity and resonantions and demon quence of new met	ircefulness strates flexi	ibility to adaj	ot to them					<u>.</u>
		Outstanding	☐ Very Good	Meets H	Expectations	☐ Needs In	aprovement	☐ New & Le	arning	Unsatisfact	ory
11	.Te	echnical Co	mpetence								
	a)	Demonstrates t	he technical skills maintain and impr	and knowle ove profess	edge necessar ional and tec	ry to meet re inical comp	sponsibilities etence			_	
		Outstanding	☐ Very Good	Meets I	Expectations	☐ Needs In	nprovement	☐ New & Le	arning	☐ Unsatisfact	ory
12	a) b) c)	Analyzes the a Makes sound of Shows practical Outstanding	. —	or her deci	sions			•		ad the organiza	
4) T	eamwork			٦ ١.		1-11-	De - T	Inn	y Learn	
1,	a) b) c) d)	Participates ac Demonstrates Demonstrates	tively at team mee support for the tea inter-department to vior that supports t	tings m vision eamwork he shared v	alues and qua	alities of the	team				
		Outstanding	Very Good	☐ Meets	Expectations		mprovement		_	Unsatisfac	
1	a)	Demonstrates Effectively se	anagement interest in the properties, trains, and do the ability to retain	gress of dire	ect reports Noyees at ma	magement ar			8 OF T	enert nep	MZ
		Outstanding	Very Good	☐ Meets	Expectations	☐ Needs I	mprovement	□ New & L	earning	☐ Unsatisfac	tory
1	5 H	iring and F	Promotion Pr	ractices		*					
•	a)	Demonstrates	commitment towa	rd increasir	ng diverse ap						
	-,	mobility in ar	ea of responsibility	for women	and minorit	ies					
	1	Outstanding	☐ Very Good	'L' Meets	Expectations	□ Needs I	mprovement	□ New & L	errning	☐ Unsatisfac	LOLY
S	alari	ed and Hourly Ma	anagement Employ	/ee Perform	ance Apprais	sal Form	MJ Exl	hibit 13	Pa	Pag ge 3 of 7	e 3

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FILE No. 953 06/22 '01 10:00

ID:JN/CID

FOX:907 789 6518

salaried employees

PAGE

Fred Mayer - Performance Self-Appraisal Form

Employee Name Myrne I. Johnson Assistant Manager Position

Loc/Dept 247-77-0662 No. Months/Years in Present Fosition Supervisor's Name

4years/5 months Jaime San Miguel

JUNESWALE

Date of the Appreles 05/20/01 Directions (to be completed by the employee): Review the following extegories, fill in the appropriate information, and submit to your termediate supervisor. (Attach additional chart of paper, if passessry.)

Indicate the objective of your job and where you have met or exceeded them during this past year.

Those are the objectives of my job that I exceeded during this past year:

To take charge and achieve goals at the absence of my supervisor.

To ensure that assigned tasks and goals are done in a timely manner.

To train and motivate the employees to recognize and finish daily priorities.

To motivate my amployees to give excellent customer service at all times.

2. Indicate any additional accomplishments not included in your objectives.

Under my supervision all employees work hard to reach our goals because we all feel we are a team.

Which objectives were not completed or performed this year?

All my objectives where completed

- What do you consider to be the five most important functions of your job?
- Excellent customer service at all times.
- Perform manager's duties and responsibilities in his absence
- Supervise employees to finish daily priorities
- Ensure that the store meets/exceeds the company standard at all times
- 5. Motivata, supervise and train employees for future promotions
- What did you accomplish this year in your own self-development? (If you are a supervisor, include your accomplishments in developing others).

I gained more self-confidence in performing my job. I feel that my employees respect my decisions more and willing to share responsibilities to accomplish our objectives. I am in the process of training employees for promotions.

6. What do you feel are your greatest strongths in your current position?

My dedication to do the job no matter what it takes. My shilliy perform multiple tasks at limited period of time. My shillty to make quick decisions if needed. The friendship that I gained from the employees that they are willing to help at all times.

7. In what areas do you need assistance?

I need more training to prepare myself for finure promotion.

8. How can your supervisor bely you perform your lob more effectively?

Give me the chance to make schedules, help me understand more how to read P&L and other paper works

9. Indicate those plans, if any, you have to improve your overall performance.

Will make more affort to read notes and will discuss with the manager anything that is not clear to me.

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Fred Meyer — Performance Appraisal Form

esistled and hourly mgmt. employees

18. List any overall comments you have regarding your current position, career path, and future accomplishments.

I am very happy with current position that I got. I'am committing to my manager that averyday that I work my 110% dedication is there to accomplish our goals. I want him to succeed because I can see that whatever success we will have he will share them with the team.

- 11. What major problem(s) do you feel exists for the company and your department during the coming year?
 Finding competent employees at the right time.
- 12. If you could do something to help solve the problem, what would you do? What steps would you take?

 Try to give good employees chough hours to make them stay and work for us
- 13. Are you willing to relocate for promotion opportunities and for increased duties and responsibilities?
- 14. Are you satisfied with the direction you see your career taking with the company?
 Yes
- 15. Describe how you perceive your Customer service to external and for internal Customers.

I have an excellent quetomer service record. I siways make sure that employees feel very comfortable and welcome to our team.

to. Comments.

No

Everyday that I work I shways make sure to spend at least 15 minutes to plan what will I do for the day. I make sure that I talk to my employees and ask how they feel. I believe that making them feel that we care they will also care. I am planning to stay at the company for a while until I am ready for more promotion. Thank you!!!

iluma C	Johns	05/20/01	
Employee s Signature		Date	
Nose: Supranere linde nos tradica	is agreement, merely that the	content has been reviewed with you.)	
	10/ 6/12	61 Fred Savie by Co	2 6/22/01
Appresser & Signature	Pate	Appraiser' Supervisor's Signature	Date ·····
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MJ Exhibit 13

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FILE No.954 06/22 '01 10:07 ID:JN/CID 0 FAX:907 789 6518 PAGE 1
Fred Meyer — Performance Appraisal Form enteried and hourly mgmt. employee
Employee Name Myana Johnson 88# 247 -77 - 0662 Loc/Dept 158/ACE
Position ACE AssT-mga No. Months/Years in Present Position 4months
Date of This Appraisal 6/12/01 Bupervisor's Name Jaime San Miguel
Directions (to be completed by the supervisor): Review previous notes and complete appropriate sections. This is a (check one)
Briefly describe the primary duties and responsibilities of this position. AS out lined in Consulte Job Swidlines.
Primary purposed is to recist the mon in managing the ACO PPT. To may: me all financia organizations.
How did the employee perform in achieving the budget and/or operating goals that were expected? to AssTrugaryour atook on mane responsibility since her promotive to AssTrugaryour those face face seems on those face seems on the face face of the seems o
Overall, how well did the employee perform on the objectives that were outlined and agreed upon as a result of the previous performance appraisal? Mynna has known the New all Asst Mgr. mynna will have new
objectives set fonth on this Approvate.
Overall, how well did the employee fulfill responsibilities for the development of people (defined by either the position description or objectives set)? Give examples. Mynare is here, strug the new man. with the tracion of a trew Employees. Mynare is a good 'mention' to new Section Heavel.
What progress has been made toward the amployee's continuing self-development? What plans were carried out and whi ones were not? Explain. Myrava contravus to Develop her management style, with the Enthree of his mgs. Myrava needs to Spead more one on one with sector heads, to Implement their Mayor standards.